

The Effect of Nurses' Netlessphobia Levels on Perceived Stress and Job Satisfaction Levels

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ABSTRACT	
<p>Corresponding Author Yasin Çetin</p> <p>DOI https://10.48121/jihsam.1346426</p> <p>Received 19.08.2023</p> <p>Accepted 04.09.2023</p> <p>Published Online 23.10.2023</p> <p>Key Words Netlessphobia, Nurses, Perceived Stress, Job Satisfaction</p>	<p><i>The present study aimed to determine the impact of nurses' perceived stress and job satisfaction levels in their working lives on the fear of not receiving internet service netlessphobia, which is one of the most widely used services in today's living conditions. For this purpose, a total of 34-item questionnaire was prepared including 8-item introductory information form, 12-item Firat Netlessphobia Scale, 14-item Perceived Stress Scale, and 20-item Minnesota Satisfaction Questionnaire. The population of the descriptive and correlational study was 550 nurses. The data of 373 nurses who met the inclusion criteria were assessed. The data were analyzed using Ver SPSS 25 package program. Data were evaluated with descriptive statistics (number, percentage, mean, standard deviation, median, minimum, maximum) as well as reliability, t-test, ANOVA, Pearson correlation and linear regression analysis. The mean total score of Firat Netlessphobia Scale was 37.34 ± 11.53, the mean total score of Perceived Stress Scale was 39.58 ± 6.02, and the mean total score of Minnesota Satisfaction Questionnaire was 76.79 ± 13.48. The variance explained by nurses' netlessphobia levels in relation to perceived stress and job satisfaction levels was statistically significant. The analysis revealed that the effect of netlessphobia levels on perceived stress and job satisfaction was 26% and 31%, respectively ($R^2 = .265$; $p = .000$; $R^2 = .316$, $p = .000$, respectively). Determining nurses' levels of netlessphobia in the continuation of nursing services that require intense attention and devotion is critical in terms of job stress and job satisfaction, which may affect their performance and patient life in their working life.</i></p>

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1. INTRODUCTION

The prevalence of social networking and online platforms as primary modes of communication, coupled with a growing inclination to prioritize extended periods of internet usage over face-to-face interactions, has resulted in individuals actively avoiding internet-free intervals and experiencing anxiety when disconnected from the internet. This leads to fear and deprivation of being without the internet, i.e., netlessphobia (Furkan, 2022; Kartal & Bulut, 2022). Among the symptoms of Netlessphobia, behaviors such as using at least 4 smart devices for long periods of time, paying attention to the internet in the environment, actively using the internet for at least 8 hours a day, receiving at least 20 social notifications a day, and not being able to stay away from the internet even for a very short time are mentioned (Güney, 2017; Yıldız et al., 2020). The development of netlessphobia can lead to different psychological problems, new phobias, and communication disorders. It may cause negative organizational consequences such as increased employee turnover, loss of corporate confidentiality, reputation and productivity, legal problems, inefficient use of network databases, rapid informal communication (gossip), lack of concentration, information system vulnerabilities and attacks (Öztürk, 2015).

It was stated that nursing is one of the professional groups where stress, which is mostly encountered by individuals in both daily life and working life, is one of the most common (Aydın, Aytaç, & Şanlı, 2020). Sources of stress for nurses include factors such as prolonged patient care, working conditions of the healthcare organization, demands of patient relatives, tension after conflicts with team members or other healthcare professionals, high number of patients, and lack of social support (Camci & Kavuran, 2021). It was revealed that the stress that nurses are exposed to affects their performance at work and job satisfaction and that they should be very sensitive about this issue (Çamkerten, Tatar, & Saltukoğlu, 2020).

Working individuals spend one-third of their time at work during the day and therefore expect their workplaces to meet their physical, psychological, and social needs. This expectation can positively or negatively affect both job and life satisfaction, physical and mental health of individuals during working hours (Bayarçelik, Durmaz & Gürlü, 2019). The concept of job satisfaction, which is an individual's attitude towards work in general, is influenced by personal, institutional, and environmental factors (Kekül & Genç, 2023). Personally perceived stress and environmentally perceived netlessphobia, which are among such factors, were also addressed in our study. The present study aimed to determine the level of presence of netlessphobia, which is a contemporary concept, in nurses, how it affects the nursing

profession, which is intense, exhausting, demanding attention and devotion, and whether it influences nurses' perceived stress and job satisfaction. Although there are a number of studies in the literature on nursing in which these concepts are addressed separately, no similar study has been found in line with the objectives of our study. Furthermore, the present study also aimed to provide recommendations for increasing job satisfaction, job performance, employee satisfaction, employee and service quality in the provision and management of nursing services.

2. MATERIALS AND METHOD

Research Design: The present study was conducted as a descriptive and correlational study to determine the effect of nurses' netlessphobia levels on their perceived stress and job satisfaction levels.

Population and Sample of the Study: The population of the study consisted of 550 nurses working in Adiyaman University Training and Research Hospital. The number of participants to be included in the study was calculated as 226 after the power analysis performed with a 95% confidence interval and 5% error margin in the sample calculation with a known population (Erdoğan, 2020). The study included nurses who completed the questionnaire questions completely and voluntarily participated in the study. A total of 373 nurses who met the criteria for participation in the study were reached during the data collection process.

Data Collection Tools: Introductory Information Form, Fırat Netlessphobia Scale, Perceived Stress Scale and Minnesota Job Satisfaction Scale were employed for data collection.

Introductory Information Form: It consists of 8 questions including age, sex, marital status, educational status, years of employment as a nurse in total and in the unit, working position and information about the unit where they work in order to obtain sociodemographic information of the nurses by reviewing the literature.

Fırat Netlessphobia Scale: The scale, the validity and reliability of which was conducted by Kanbay et al. is a 5-point Likert scale consisting of a total of 12 items and a single dimension. The Cronbach α reliability coefficient of the scale was reported as 0.930 (Kanbay et al., 2021). The Cronbach α reliability coefficient of the scale was 0.941 in our study. The minimum score is 12 points, and the maximum score is 60 points. The higher the score obtained from the scale, the higher the level of netlessphobia.

Perceived Stress Scale: The scale, the validity and reliability of which was conducted by Eskin et al.

consists of a 5-point Likert scale with a total of 14 items and two sub-dimensions: perception of inadequate self-efficacy (items 4, 5, 6, 8, 9, 10, and 13) and perception of stress/discomfort (items 1, 2, 3, 7, 11, 12, and 14). Additionally, 7 items in the scale are reverse scored (items 4, 5, 6, 7, 9, 10, and 13). The Cronbach α reliability coefficient of the scale was reported as 0.930 (Eskin et al., 2013). The Cronbach α reliability coefficient of the scale was 0.941 in our study.

Minnesota Job Satisfaction Scale: The scale was developed by Weiss et al. (1967) and translated into Turkish by Deniz and Güliz Gökçora (Kundak et al., 2015). The scale is a 5-point Likert scale and consists of a total of 20 items. It has 2 sub-dimensions: intrinsic satisfaction (items 1.2.3.4.7.8.9.9.10.11.15.16.20) and extrinsic satisfaction (items 5.6.12.12.13.14.17.18.19). The Cronbach's alpha coefficient of the scale was reported to vary between 0.88 and 0.91 in the literature (Danaci & Koç, 2020). As for our study, the Cronbach α reliability coefficient of the scale was determined as 0.915. The highest score that can be obtained from the scale is 100 and the lowest score is 20. Scores approaching 20 indicate a decrease in job satisfaction level, while scores approaching 100 indicate an increase.

Data Collection: The data of the study were collected between March and July 2022 through Google Forms. Data were collected from nurses who met the inclusion criteria by using online communication tools and by obtaining their online consent.

Data Analysis: SPSS for Windows (Statistical Package for Social science for Windows, Version 25.0 packaged program) was used to analyze the data obtained from the study. Skewness and Kurtosis values were employed to assess the conformity of the data to normal distribution. Data were evaluated with descriptive statistics (number, percentage, mean, standard deviation, median, minimum, maximum) as well as reliability, t-test, ANOVA, Pearson correlation and linear regression analysis. For statistical significance, $p < 0.05$ was accepted.

Ethical Approval

The approval of Adıyaman University Social Sciences and Humanities Ethics Committee was obtained prior to the start of the study (Decision date and number: 12/01/2022-191). Compliance with the Declaration of Helsinki Principles was ensured throughout the research. Accordingly, the first page of the online questionnaire utilized in the study provided informed consent.

Limitations of the Study

The results cannot be generalized to all nurses because the present study was conducted in a training and

research hospital located in southeastern Türkiye and the sample could not be selected probabilistically.

3. RESULTS

When the socio-demographic characteristics of the nurses who participated in the study were analyzed, it was revealed that the majority of them were female, aged 31 and over, married, had a bachelor's degree, and worked as ward nurses in internal clinics. Furthermore, it was also found that most of the nurses had 0-5 years of professional experience and 0-5 years of working experience in the unit they were working in (Table 1.).

Table 1. Distribution of Nurses Based on Socio-Demographic Characteristics (N:373)

Features	N	%
Sex		
Female	288	77.2
Male	85	22.8
Age		
20-25	74	19.8
26-30	113	30.3
31 and above	186	49.9
Marital status		
Married	190	50.9
Single	183	49.1
Educational Level		
High School	72	19.3
Associate degree	25	16.7
Undergraduate	256	68.6
Postgraduate	20	5.4
Unit of Employment		
Internal Clinic	145	38.9
Surgical Clinic	106	28.4
Outpatient Clinic	96	25.7
Administrative	26	7.0
Duty		
Ward Nurse	195	52.3
Executive Nurse	74	19.8
Outpatient Clinic Nurse	71	19.0
Nurse in Training	33	8.8
Years of Professional Experience		
0-5 years	143	38.3
6-10 years	137	36.7
11-15 years	56	15.1
16 years and above	37	9.9
Year of Employment in the Unit		
0-5 years	221	59.2
6-10 years	108	29.0
11-15 years	29	7.8
16 years and above	15	4.0

The mean scores of the total score of First Netlessphobia scale, total score of Perceived stress scale, perception of inadequate self-efficacy and perception of stress/discomfort sub-dimensions utilized in this study, and the mean scores of the total, intrinsic and extrinsic satisfaction sub-dimensions of the Minnesota Job Satisfaction scale are provided in Table 2. The mean total score of the Netlessphobia scale was 37.34 ± 11.53 , the mean total score of the Perceived stress scale was 39.58 ± 6.02 , the mean score of the perception of inadequate self-efficacy subscale was 17.79 ± 3.84 , and the mean score of the perception of

stress/discomfort subscale was 21.79 ± 4.35. Additionally, the mean total score of the Minnesota Job Satisfaction Scale was 76.79± 13.48, the mean intrinsic

satisfaction sub-dimension score was 46.51± 8.10, and the mean extrinsic satisfaction score was 30.27± 6.01 (Table 2.).

Table 2. Mean and Standard Deviation Values of the Scales

Table 2.a. Firat Netlesphobia Scale Means and Standard Deviations			
Sub-titles	Min	Max	$\bar{X} \pm SD$
Total	12.00	60.00	37.34 ± 11.53

Table 2.b. Perceived Stress Scale Mean and Standard Deviations			
Sub-titles	Min	Max	$\bar{X} \pm SD$
Inadequate self-efficacy perception	7.00	29.00	17.79 ± 3.84
Perception of stress/discomfort	9.00	35.00	21.79 ± 4.35
Total	16.00	60.00	39.58± 6.02

Table 2.c. Minnesota Job Satisfaction Scale Mean and Standard Deviations			
	Min	Max	$\bar{X} \pm SD$
Intrinsic satisfaction	12.00	60.00	46.51± 8.10
Extrinsic satisfaction	8.00	40.00	30.27± 6.01
Total	20.00	100,00	76.79± 13.48

The correlation analyses between the netlesphobia scale and the sub-dimensions of the perceived stress scale and job satisfaction scale are provided in Table 3. There was a low positive correlation (r=0.265, p<0.01) between the total score of the netlesphobia scale and the total score of perceived stress. A low-level negative correlation (r= -0.110, p<0.05) was observed between the total score of the Netlesphobia scale and the sub-dimension of inadequate self-efficacy perception. There was a low positive correlation (r=0.463, p<0.01)

between the stress/discomfort perception sub-dimension. A low positive correlation (r=0.117, p<0.05) was found between the total score of the netlesphobia scale and the total score of job satisfaction. There was no significant correlation between the total score of the Netlesphobia scale and insufficient intrinsic satisfaction, while there was a low positive correlation (r= 0.163, p<0.01) between the extrinsic satisfaction sub-dimension (Table 3).

Table 3. Correlation Analysis Between Variables

Variables	Mean± SD	Correlation Matrix					
		Firat Netlesphobia (Total)	Inadequate self-efficacy perception	Perception of stress/discomfort	Perceived Stress Total	Intrinsic satisfaction	Extrinsic satisfaction
Firat Netlesphobia (Total)	37.34 ± 11.53	1					
Inadequate self-efficacy perception	17.79 ± 3.84	-,110*	1				
Perception of stress/discomfort	21.79 ± 4.35	,463**	,075	1			
Perceived Stress Total	39.58± 6.02	,265**	,692**	,772**	1		
Intrinsic satisfaction	46.51± 8.10	,073	-,245**	-,054	-,195**	1	
Extrinsic satisfaction	30.27± 6.01	,163**	,238**	-,037	-,179**	,824**	1
Minnesota Job Satisfaction Total	76.79± 13.48	,117*	-,253**	-,049	-,197**	,968**	,940**

*p<0.05 , **p<0.01

Simple regression analysis was performed to explain the effect of the score level obtained from the Netlesphobia scale on perceived stress and job satisfaction. When the significance level corresponding to the F value was examined, it was observed that the model was statistically significant (F=27.917;20.465, p<0.01). Beta coefficients, t value and significance levels of independent variables revealed that the total score level of Netlesphobia scale has a statistically

significant effect on the total scores obtained from perceived stress and job satisfaction scale (p<0.05). The variance explained for the perceived stress and job satisfaction levels of nurses' netlesphobia levels was statistically significant. Based on the results of the analysis, it was concluded that the effect of netlesphobia levels on perceived stress and job satisfaction was 26% and 31%, respectively (R² =.265, p=.000; R²=.316, p=.000, respectively) (Table 4).

Table 4. Regression Analysis Results of Fırat Netlessphobia Scale for Perceived Stress and Minnesota Job Satisfaction Scale

Dependant variable	Independent variable	β	Std. Error%	t	p	F	Model p	Adjusted R ²
Netlessphobia	Sabit	17.289	3.840	4.502	0.000	27.917	0.000	0.265
	Perceived Stress	0.507	0.096	5.284	0.000			
Netlessphobia	Sabit	3.136	5.547	0.565	0.000	20.465	0.000	0.316
	Perceived Stress	0.573	0.096	5.944	0.000			
	Job Satisfaction	0.150	0.043	3.489	0.001			

4. DISCUSSION

The Internet has become an almost integral part of people's lives in all societies with the many new technological developments it has brought. This technology, which is included in the lives of individuals with virtual shopping opportunities, social networks, banking services and communication tools that facilitate life in daily life, has made life easier on the one hand, and on the other hand, it has increased people's dependence on the internet and technology in today's societies. The increasing use of the internet due to its spread to all areas of life leads to problematic internet use and pushes individuals to be unable to stay without the internet and to be in an environment without the internet (Furkan, 2022; Güney, 2017).

The present study investigated the effect of nurses' netlessphobia level on perceived stress and job satisfaction. Although netlessphobia has been studied in different disciplines and student groups in the national and international literature, (Akman & Murşit, 2018; Bacaksız et al., 2022; Kartal & Bulut, 2022; Onal et al., 2023; Tanır, 2021; Yıldız et al., 2020) no research results were encountered on nurses. However, it is of great importance in terms of both employee health and patient safety to investigate the effects of netlessphobia especially on employees and to make organizational arrangements. Due to the limited literature on the subject, Netlessphobia will be discussed within the framework of internet and smartphone addiction since it is a concept that emerges as a result of internet addiction and is frequently associated with the use of smartphones for internet access.

The present study revealed that nurses' level of netlessphobia was above the average. Therefore, we can argue that the nurses who participated in the study have a significant fear of being left without the Internet. When the literature on the subject is analyzed, there is no research result assessing the netlessphobia levels of nurses; however, in the results of the studies on nomophobia, internet addiction and related factors

associated with netlessphobia, it is seen that these addictions / problems are at medium level and above (Al et al., 2022; Buneviciene & Bunevicius, 2021; Eroğlu & Kutlu, 2020; Kapikiran et al., 2023; Yücel & Özen, 2023). Additionally, the results of studies conducted with different groups of students and employees also indicate similarities (Ayar et al., 2018; Kartal & Bulut, 2022; Özbay et al., 2023; Yıldız et al., 2020). The study by Kapikiran et al. (2023) analyzing the effect of nomophobic behaviors of emergency nurses on their perceptions of clinical decision-making found that the participants had moderate nomophobia and there was a strong negative relationship between nomophobia and perceptions of clinical decision-making (Kapikiran et al., 2023). The study conducted by Al et al. (2020) to analyze the relationships between psychological health, nomophobia and social media addiction according to the job satisfaction level of healthcare workers found that the frequency of nomophobia in the participants was 97.5% and 45.5% had moderate nomophobia (Al et al., 2022).

The systematic review and meta-analysis study conducted by Buneviciene and Bunevicius (2021) to analyze the prevalence of internet addiction in healthcare professionals revealed that the pooled prevalence rate of internet addiction was 9.7% among 1,818 healthcare professionals and 16% among nurses. The study conducted by Ayar et al. (2018) with the participation of nursing students analyzed the effect of problematic internet use, social media use and social appearance anxiety on the nomophobia (fear of being without a cell phone) levels of students. 51.9% of nursing students were found to be moderately nomophobic. Additionally, a strong relationship was detected between nomophobia levels of nursing students and problematic internet use, social appearance anxiety and social media use variables (Ayar et al., 2018). The study conducted by Kartal and Bulut (2022) to analyze the netlessphobia and digital addiction levels of midwife candidates and to determine the factors affecting them revealed that the

netlessphobia levels of the students were found to be at a medium level (Kartal & Bulut, 2022). In a cross-sectional study conducted by Çınar Özbay et al. (2023) to analyze the factors associated with nomophobia in individuals, netlessphobia was found to be one of the factors strongly associated with nomophobia (Özbay et al., 2023).

The study conducted by Yıldız et al. to analyze the relationship between smartphone, internet addiction and fear of missing developments in licensed athletes found a moderate positive relationship between the sub-dimensions of fear of missing developments, nomophobia and internet addiction (Yıldız Et al., 2020). Along with the use of the internet for professional requirements in the nursing profession, it is recognized that a great amount of time is spent on social networking sites with the widespread use of smartphones and this situation can negatively affect the performance, productivity and service quality levels of nurses (Eroğlu & Kutlu, 2020; Hoşgör et al., 2021). In line with the research and our research findings, it can be argued that people from all segments of society, including nurses, have increased their online activities thanks to smartphones, ease of use and easy access to the internet from anywhere, and are therefore at risk for netlessphobia and other digital addictions that come with it. In this perspective, evaluating the change in the level of netlessphobia of nurses, who always perform a job that requires attention, in terms of working life and some organizational outcomes will provide valuable information.

The present study revealed that the level of stress perceived by the nurses was above the average. Furthermore, it was also found that there was a low positive correlation between nurses' netlessphobia level and perceived stress and netlessphobia explained 26% of the change in perceived stress level. Netlessphobia is a concept that includes feeling fear, anxiety, worry, anxiety, and tension caused by being without the internet (Güney, 2017; Öztürk, 2015). The perceived stress level of the nurses participating in the study is similar to some research results in the literature (Al-Hamawendy & Açıkgöz, 2023; Amin et al., 2015; Kent et al., 2019). The study conducted by Amin et al. on nurses revealed that 47.3% of nurses perceived moderate stress (Amin et al., 2015). The study by Kent et al. found that nurses' perceived stress levels were moderate and highly correlated with burnout and compassion fatigue (Kent et al., 2019). Based on the results of another study conducted by Al-Hamawendy and Açıkgöz on nurses in Iraq, the perceived stress level of nurses was found to be above average and 85% of them experienced moderate stress (Al-Hamawendy & Açıkgöz, 2023). Since the perceived stress level is a concept associated with the stress experienced by the individual, there may be more than one factor that can affect it. One of them may be netlessphobia, the fear of

being without the internet. Although there is no research result in the literature analyzing this relationship in nurses, the results of studies conducted in different groups support this. The study conducted to analyze the mediating effect of procrastination and the moderating effect of flow experience in the relationship between perceived stress and Internet addiction among university students in China found that there were significant relationships between perceived stress, Internet addiction, procrastination and flow (Gong et al., 2021). The study on the relationship between perceived stress and Internet addiction in students who continued their education during the Covid 19 pandemic quarantine in India reported that 84% of the participants had high levels of perceived stress and there was a positive relationship between perceived stress and Internet addiction (Singh et al., 2020). Another study conducted to analyze the prevalence of problematic internet use among physician assistants and its relationship with depressive symptoms, perceived stress and health care outcomes reported that problematic internet users experienced high levels of depressive symptoms, perceived stress and burnout (Grover et al., 2019). Nurses serve in a highly stressful environment due to the nature of their work and the complexity of the working environment. It is considered that this may be one of the reasons why the perceived stress level of nurses in the present study, as in many other studies, was above the average. Moreover, the positive correlation between the level of netlessphobia and the level of netlessphobia indicates that it is one of the factors affecting the perceived stress. However, we cannot argue that this is the only reason based on the findings of the present study. Therefore, longitudinal studies may be recommended to differentiate and understand this situation.

The level of job satisfaction of nurses in our study was found to be above average. Additionally, it was concluded that there was a low positive correlation between nurses' netlessphobia level and job satisfaction and netlessphobia explained 31% of the change in job satisfaction level. There is no study analyzing the relationship between netlessphobia and job satisfaction in the existing literature. However, it is possible to observe the change in the impact of smartphones, which are frequently used to access the internet in working environments, on work outcomes in two ways: positive and negative (Wang & Suh, 2018). Some studies revealed that the use of smartphones at work positively affects job performance, increases employees' job satisfaction by increasing the flexibility of decision-making, and reduces loneliness and depression levels (Kim & Chung, 2014; Middleton et al., 2014; Shaw & Gant, 2002; Wang & Suh, 2018). Moreover, some studies reported that problematic smartphone use emotionally exhausts employees, increases the likelihood of making mistakes by distracting them, leads to infection risk and privacy

problems in patients, impairs the quality of communication between employees, negatively affects occupational health and safety, disrupts work and increases the level of work stress due to increased workload (Aguilera-Manrique et al., 2018; Alan et al., 2022; Ayyagari et al., 2011; Bautista & Lin, 2016; Cavazotte et al., 2014; Cho & Lee, 2016; Erdem et al., 2017; Ito et al., 2005; Lupu et al., 2020; Smetaniuk, 2014; Wang & Suh, 2018). Job satisfaction is a concept that reflects the positive or negative perception that a person feels towards work, which is influenced by

5. CONCLUSION AND RECOMMENDATIONS

As we continue to live in a fast and ever-evolving digital age, one of the areas where technology is at the forefront is, of course, the health sector. Health professionals closely follow these developments in the health sector. Among health professionals, nurses are an essential occupational group both numerically and in terms of the time they spend with patients. Within this context, it is of great importance in terms of nursing management to examine the current organizational behaviors of nurses and what affects these behaviors. The present study analyzed the effects of nurses' netlessphobic levels, one of the problems of the digital world we live in, on nurses' perceived stress and job satisfaction. The results of the study revealed that the netlessphobic levels of the nurses participating in the research were above the average and had effects on perceived stress and job satisfaction. In this regard;

- It is recommended to conduct studies to establish how netlessphobic levels affect different sample groups and different organizational behaviors that are essential in nursing services management.

individual and environmental characteristics. Therefore, job satisfaction, as well as perceived stress, may be affected by many different characteristics and conditions. The present study found that nurses' job satisfaction levels were above the average, indicating that nurses were satisfied with their jobs. Regarding the relationship between netlessphobia and job satisfaction, we can argue that there is a significant relationship between netlessphobia and extrinsic satisfaction and that this is a determinant in the effect on job satisfaction.

- To determine the netlessphobic levels of nurses and to carry out studies to prevent patient care errors,
- To provide trainings on correct internet use in order to follow the developments in the health system without breaking away from the digital world and to increase the awareness of nurses on this issue.

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Conflict of Interest

No conflict of interest has been declared by the authors.

Ethical Approval

Adiyaman University Social Sciences and Humanities Ethics Committee was obtained prior to the start of the study (Decision date and number: 12/01/2022-191).

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